



U.S. General Services Administration



Helpful Hints for Fleet Card Use

The GSA SmartPay® Fleet Charge Card

In accordance with the Federal Acquisition Regulation (FAR) 13.301, the governmentwide commercial fleet charge card is authorized for the purchase of fuel, maintenance and repair of government owned/operated motor vehicles, aircraft, boats, and motorized equipment. Fleet charge cards are typically issued for specific vehicles rather than to persons.

Having this card provides your agency/organization with numerous benefits. With these benefits come certain responsibilities for you. This booklet is intended as a quick reference for "Dos and Don'ts" to using your fleet charge card. It also provides helpful information about your card.

Cardholder Responsibilities: DOs

You are the government's agent for each purchase made with the fleet charge card. You are responsible for each transaction. In addition to the responsibilities listed here, you must comply with all applicable regulations and procedures of your agency/organization and the agency/organization providing the equipment.

DO keep the card in a safe and secure place.

DO purchase regular unleaded self-service gasoline from service stations that offer the lowest price, except when the vehicle requires diesel or alternative fuel or under other authorized conditions.

DO use the card to purchase oil, fluids and other necessary maintenance and repairs only as authorized.

DO observe all dollar limits on purchases.

DO seek state tax exemption on all non-fuel purchases.

DO use the card ethically.

DO immediately report a lost or stolen card to your Fleet Manager or Fleet Service Representative and the card-issuing bank.

DO return your card to the Fleet Manager or Fleet Service Representative if you leave your agency/organization or retire.

DO destroy any lost or stolen cards that are recovered.

Cardholder Responsibilities: DON'Ts

DON'T use the fleet charge card to purchase food, beverages or other items for personal use.

DON'T use an old fleet charge card that was replaced for any reason.

DON'T use a fleet charge card assigned to another vehicle.

Your fleet charge card may **only** be used for your agency vehicles. For vehicles leased through GSA Fleet, the GSA Fleet Services Card is used.

If you are uncertain as to whether a purchase is appropriate, ask your Fleet Manager or Fleet Service Representative. Your agency/organization may have additional restrictions for the use of the card.

Reporting a Lost or Stolen Card

Immediately report a lost or stolen fleet charge card to the Fleet Manager or Fleet Service Representative and the card-issuing bank. The card issuer will mail a new card to you within two business days from the time the theft or loss was reported.

Resources

Training

Your bank will provide a "Driver's Guide" or other card-use instructions according to the terms of your task order. This information may be provided with each card and/or it may be provided online through your agency or on the bank website.

Resources

Bank Contacts

To receive information about your card-issuing bank, visit the bank online or call their customer service number:

Bank of America:

www.bankofamerica.com/government

(800) 472-1424 (within United States)

(757) 441-4124 (collect calls from
outside United States)

Bank One:

<https://onecard.bankone.com>

(888) 297-0782 (within United States)

(847) 488-4442 (collect calls from
outside United States)

Resources

Bank Contacts

Citibank:

www.citimanager.com

(888) 241-1514 or (800) 790-7206

(within United States)

(904) 954-7850 (collect calls from
outside United States)

US Bank:

www.usbank.com/impac

(888) 994-6722 (within United States)

(701) 461-2232 (collect calls from
outside United States)

(888) 785-1732 (for questions related
to the fleet charge card only)

For additional information on the GSA
SmartPay® fleet charge card program,
visit www.gsa.gov/gsmartpay.

Contact Your Fleet Manager

Write the name, phone number, and e-mail address of your Fleet Manager or Fleet Service Representative here:

Contact your Fleet Manager or Fleet Service Representative if you have any questions regarding your fleet charge card.



How to reach us

For additional information,
visit our website:

www.gsa.gov/gsasmartpay